

Request for Records Disposition Authority

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| Records Schedule Number | DAA-0269-2015-0002 |
| Schedule Status | Approved |
| Agency or Establishment | General Services Administration |
| Record Group / Scheduling Group | General Records of the General Services Administration |
| Records Schedule applies to | Major Subdivision |
| Major Subdivision | Office of Inspector General |
| Schedule Subject | Records of the Office of Inspector General (269.4) |
| Internal agency concurrences will be provided | No |

Background Information

Office of Inspector General (OIG) Records include documentary material accumulated in providing administrative, operational, legal, policy, and planning support for the Inspector General function, such as summaries, status reports, planning documents, tracking information, analyses, inventories, memoranda, correspondence, and legal advice. Additionally, the OIG oversight functions of promoting economy, efficiency, and effectiveness, and detecting and preventing waste, fraud, and abuse, as set forth by the Inspector General Act of 1978, as amended, are captured through documentary material accumulated during audits, investigations, and inspections of GSA programs and operations. These materials fall within the following three major categories:

Audit Records. These records consist of audit reports and supporting documentation derived from auditing GSA's programs and operations. These records include reports and supporting documentation such as work papers, spreadsheets analyses, summaries, tables, memoranda, and related correspondence, as well as material created in performing the audit function.

Investigative Records. These records consist of investigative reports and supporting documentation derived from investigations alleged of fraud, abuse, irregularities, or violations of law. Cases relate to programs and operations administered or financed by GSA, including agency personnel, contractors, and others having a relationship with the agency. An investigation may result in referral for criminal prosecution, civil adjudication, or administrative action. Records include subpoenas, interview and activity reports, summaries,

photographs, and electronic recordings, as well as documentation accumulated in planning and performing the investigative function.

Inspection and Forensic Auditing Records. These records consist of reports and supporting documentation accumulated in inspecting and using forensic auditing (multidiscipline, innovative technologies) to review agency programs and operations for potentially fraudulent, improper, wasteful, or abusive activities, as well as while performing OIG internal quality assurance operations, such as operational assessments, Federal Managers' Financial Integrity Act (FMFIA) activities, and purchase card suspicious activity queries. These records include reports and supporting documentation such as work papers, spreadsheets, analyses, summaries, tables, photographs, video recordings, interview and activity reports, memoranda, and related correspondence, as well as material created to perform inspection and forensic auditing function.

These records may contain law enforcement sensitive, Uniform Trade Secrets Act, confidential commercial information, and/or Privacy Act information as well as materials sealed by court order.

Item Count

| Number of Total Disposition Items | Number of Permanent Disposition Items | Number of Temporary Disposition Items | Number of Withdrawn Disposition Items |
|-----------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 7 | 1 | 6 | 0 |

GAO Approval

Outline of Records Schedule Items for DAA-0269-2015-0002

| Sequence Number | |
|-----------------|---|
| 1 | 269.4 Office of Inspector General Records |
| 1.1 | 010 - IG Significant Records Disposition Authority Number: DAA-0269-2015-0002-0001 |
| 1.2 | 011 - IG Significant Case Files Resource Material Disposition Authority Number: DAA-0269-2015-0002-0002 |
| 1.3 | 021 - IG Standard Case Files Disposition Authority Number: DAA-0269-2015-0002-0003 |
| 1.4 | 022 - IG Standard Case File Resource Material Disposition Authority Number: DAA-0269-2015-0002-0004 |
| 1.5 | 023 - Raw Data of No Substantive Value Disposition Authority Number: DAA-0269-2015-0002-0005 |
| 1.6 | 031 - IG Program Management Files Disposition Authority Number: DAA-0269-2015-0002-0006 |
| 1.7 | 032 - Records of IG Legal Advice, Legal Assistance, and GSA Litigation Matters Disposition Authority Number: DAA-0269-2015-0002-0007 |

Records Schedule Items

| Sequence Number | |
|-----------------|--|
| 1 | 269.4 Office of Inspector General Records |
| 1.1 | <p data-bbox="345 432 743 464">010 - IG Significant Records</p> <p data-bbox="345 485 1149 516">Disposition Authority Number DAA-0269-2015-0002-0001</p> <p data-bbox="345 537 1511 873">Reports, source material cited in those reports, and correspondence associated with significant audit, investigation, and inspection case files. These files qualify as significant because they meet one or more of the following criteria: • Attract substantial media attention (national or regional media). • Resulted in a Congressional investigation or hearing. • Resulted in substantive changes in agency policy or procedures. • Involved allegations made against senior agency officials, other than frivolous allegations that did not result in a sustained investigation. Also included is the Semiannual Report (SAR) to Congress, required by section 5(a) of the Inspector General act of 1978, as amended.</p> <p data-bbox="345 894 919 926">Final Disposition Permanent</p> <p data-bbox="345 947 846 978">Item Status Active</p> <p data-bbox="345 999 813 1031">Is this item media neutral? Yes</p> <p data-bbox="345 1052 797 1083">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No</p> <p data-bbox="345 1104 1179 1388">GRS or Superseded Authority Citation N1-269-90-002 / 22A50/a N1-269-01-001 / 03A56/b/1/A N1-269-01-001 / 03A56/b/1/B N1-269-01-001 / 03A56/c/A N1-269-01-001 / 03A56/b/1/C</p> <p data-bbox="345 1430 659 1461">Disposition Instruction</p> <p data-bbox="345 1482 1511 1671">Cutoff Instruction Cut off significant case files at the end of the fiscal year when the case is closed or no longer contested. For Semiannual Reports to Congress, cut off at the end of the fiscal year after publication of the final report.</p> <p data-bbox="345 1692 1479 1839">Transfer to the National Archives for Accessioning Transfer to the National Archives 15 years after cutoff. Longer retention is authorized if needed for business purposes, but no later than 40 years after cutoff.</p> <p data-bbox="345 1881 651 1913">Additional Information</p> |

What will be the date span of the initial transfer of records to the National Archives? **From 1978 To 2001**

How frequently will your agency transfer these records to the National Archives? **Every 1 Years**

| | Estimated Current Volume | Annual Accumulation |
|----------------------------------|--------------------------|---------------------|
| Electronic/Digital | 1 GB | 1 GB |
| Paper | | |
| Microform | | |
| Hardcopy or Analog Special Media | | |

1.2

011 - IG Significant Case Files Resource Material

Disposition Authority Number **DAA-0269-2015-0002-0002**

Materials related to individual case files and the semi-annual report gathered over the course of an audit, investigation, inspection, or in the production of a report, that are not incorporated directly into, or become referenced in the particular report or case file. These records include, but are not limited to, collected data, data dumps, correspondence, spreadsheets, summaries, tables, photographs, audio/visual recordings and materials determined as not useful to the case at hand.

Final Disposition **Temporary**

Item Status **Active**

Is this item media neutral? **Yes**

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **No**

GRS or Superseded Authority Citation **NC1-269-82-003 / 22A50/b**

Disposition Instruction

Cutoff Instruction **Cut off at the end of the fiscal year after the audit, investigation, or inspection is closed or no longer contested.**

| | | |
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| 1.3 | Retention Period | Destroy 3 years after cutoff. Longer retention is authorized, but no longer than 12 years after cutoff. |
| | Additional Information | |
| | GAO Approval | Not Required |
| | 021 - IG Standard Case Files | |
| | Disposition Authority Number | DAA-0269-2015-0002-0003 |
| | <p>Reports, source material cited in the report, and related correspondence developed during audits, investigations, inspections and forensic auditing of GSA programs and operations. Reports for these case files do not meet the “significant” criteria listed in item 0001. These records include reports and supporting documentation, such as workpapers, interview and activity reports, spreadsheets, analyses, summaries, tables, photographs, video recordings, memoranda, and related correspondence used in the course of an audit, investigation, or inspection.</p> | |
| | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | GRS or Superseded Authority Citation | <p>N1-269-99-001 / 03A25/a</p> <p>N1-269-99-001 / 03A56/a</p> <p>N1-269-99-001 / 03A56/b</p> <p>N1-269-01-001 / 03A56/a/1</p> <p>N1-269-01-001 / 03A56/a/3</p> <p>N1-269-01-001 / 03A56/b/2/A</p> <p>N1-269-01-001 / 03A56/b/2/C</p> <p>N1-269-01-001 / 03A56/c/A</p> <p>N1-269-05-001 / 3</p> |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year after the audit, investigation, or inspection is closed or no longer contested. |
| | Retention Period | Destroy 8 years after cut-off. Longer retention is authorized if still needed for business purposes, but no longer than 40 years. |
| | Additional Information | |
| | GAO Approval | Not Required |

| | |
|-----|--|
| 1.4 | <p>022 - IG Standard Case File Resource Material</p> <p>Disposition Authority Number DAA-0269-2015-0002-0004</p> <p>Materials related to individual case files gathered over the course of an audit, investigation, or inspection that are not incorporated directly into, or become referenced in the particular report. These records include, but are not limited to, working papers, correspondence, memoranda, interview and activity reports, spreadsheets, analyses, summaries, tables, photographs, and audio/visual recordings and materials.</p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No</p> <p>GRS or Superseded Authority Citation N1-269-01-001 / 03A56/a/2 N1-269-01-001 / 03A56/b/2/B</p> <p>Disposition Instruction</p> <p>Cutoff Instruction Cut off at the end of the fiscal year after the audit, investigation, or inspection is closed or no longer contested.</p> <p>Retention Period Destroy 3 years after cutoff. Longer retention is authorized, but no longer than 12 years after cutoff.</p> <p>Additional Information</p> <p>GAO Approval Not Required</p> |
| 1.5 | <p>023 - Raw Data of No Substantive Value</p> <p>Disposition Authority Number DAA-0269-2015-0002-0005</p> <p>This is large volume information received in bulk from external and internal sources that goes through a sorting process and is determined to have no substantive value on the case. Information determined as substantative to the case becomes incorporated into the related case file</p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No</p> |

| | | |
|-----|---|---|
| 1.6 | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year when the case file is no longer contested. |
| | Retention Period | Destroy 3 years after cutoff. Earlier destruction is authorized if no longer needed. |
| | Additional Information | |
| | GAO Approval | Not Required |
| | 031 - IG Program Management Files | |
| | Disposition Authority Number | DAA-0269-2015-0002-0006 |
| | These records include material accumulated in providing administrative, operational, and planning for management and support of the OIG audit, investigation, and inspection functions. The records include audit, investigation, and inspection guidance, instructions, planning, programmatic reports and reviews. Also included are OIG-issued subpoenas and related materials; tracking information, summaries, status reports, analyses, inventories, memoranda, correspondence and related records. | |
| | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | GRS or Superseded Authority Citation | NC1-269-82-003 / 22A1 NC1-269-82-003 / 22A10 NC1-269-82-003 / 22A15 NC1-269-82-003 / 22A20 NC1-269-82-003 / 22A40 NC1-269-82-003 / 22A45 NC1-269-82-003 / 22A55 N1-269-04-001 / 1 N1-269-05-001 / 4 |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year. |
| | Retention Period | Destroy 3 years after cutoff. Longer retention is authorized for business or reference purposes, but no longer than 10 years after cutoff. |

| | | |
|-----|---|---|
| 1.7 | Additional Information | |
| | GAO Approval | Not Required |
| | 032 - Records of IG Legal Advice, Legal Assistance, and GSA Litigation Matters | |
| | Disposition Authority Number | DAA-0269-2015-0002-0007 |
| | <p>These records include the legal advice created by the Office of the Inspector General on specific or evergreen topics. These records include legal advice provided by the Inspector General and OIG components as well as requests for information made of the OIG. The records include correspondence, reference materials used to support the advice, the actual response, and any related material to the topic. Records are maintained in a subject file format and are not specific to any case file. Records include, but are not limited to, requests related to discovery and disclosure requests, and any requests for documents not otherwise scheduled. Also included are records of legal assistance rendered to the Inspector General or OIG component pertaining to employee grievances and other contested personnel matters.</p> | |
| | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | GRS or Superseded Authority Citation | <p>N1-269-05-001 / 1</p> <p>N1-269-05-001 / 5/a</p> <p>N1-269-05-001 / 5/b</p> <p>N1-269-05-001 / 6</p> <p>N1-269-05-001 / 7/a</p> <p>N1-269-05-001 / 7/b</p> |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year. |
| | Retention Period | Destroy 10 years after cutoff. Longer retention is authorized if needed for business or reference purposes. |
| | Additional Information | |
| | GAO Approval | Not Required |

Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

| Date | Action | By | Title | Organization |
|------------|--------------------------|---------------|---------------------------------|---|
| 05/27/2015 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 04/11/2016 | Return for Revision | Lloyd Beers | Appraisal Archivist | National Archives and Records Administration - ACNR Records Management Services |
| 04/11/2016 | Submit For Certification | David Simmons | Knowledge Management Specialist | Public Buildings Service - All os Region 5 GSA |
| 04/13/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 08/17/2016 | Return for Revision | Lloyd Beers | Appraisal Archivist | National Archives and Records Administration - ACNR Records Management Services |
| 10/11/2016 | Submit For Certification | David Simmons | Knowledge Management Specialist | Public Buildings Service - All os Region 5 GSA |
| 10/12/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 12/21/2016 | Return for Revision | Lloyd Beers | Appraisal Archivist | National Archives and Records Administration - ACNR Records Management Services |
| 12/21/2016 | Submit For Certification | David Simmons | Knowledge Management Specialist | Public Buildings Service - All os Region 5 GSA |
| 12/22/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - |

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|------------|--------------------------|------------------|---|---|
| | | | | Office of Policy and Compliance |
| 02/03/2017 | Return for Revision | Lloyd Beers | Appraisal Archivist | National Archives and Records Administration - ACNR Records Management Services |
| 02/07/2017 | Submit For Certification | David Simmons | Knowledge Management Specialist | Public Buildings Service - All os Region 5 GSA |
| 02/07/2017 | Certify | Robert Smudde | National Records Officer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 03/29/2017 | Submit for Concurrence | Lloyd Beers | Appraisal Archivist | National Archives and Records Administration - ACNR Records Management Services |
| 04/05/2017 | Concur | Margaret Hawkins | Director of Records Management Services | National Records Management Program - ACNR Records Management Services |
| 04/05/2017 | Concur | Margaret Hawkins | Director of Records Management Services | National Records Management Program - ACNR Records Management Services |
| 04/07/2017 | Approve | David Ferriero | Archivist of the United States | Office of the Archivist - Office of the Archivist |

Executive Summary

Summary

The General Services Administration, requests disposition authority for records of the Office of Inspector General. Proposed for temporary retention are routine audit, investigation, and inspection case files having no significant value, raw data not incorporated into case files, material gathered during the course of an investigation determined to be of no value to the case, program management files, and records relating to legal advice provided by the Office. These records have temporary value because they have little or no research value and do not document significant actions of government officials. Proposed for permanent retention are significant audit, investigation, and inspection records and case files, and mandatory reports to Congress. These records have permanent value because they have high research value and document significant actions of government officials.

Permanent Item Numbers

0001

Federal Register Notice

Required

Publication Date

2016-04-01

Copies Requested

2

Comments Received

0

Request for Records Disposition Authority

Records Schedule Number DAA-0269-2016-0013

Schedule Status Approved

Agency or Establishment General Services Administration

Record Group / Scheduling Group General Records of the General Services Administration

Records Schedule applies to Agency-wide

Schedule Subject 269.15 Customer Service / Business Development Records

Internal agency concurrences will be provided No

Background Information The records in this group concern the fulfillment of GSA's mission of "delivering excellent customer service." Activities under this group include delivering services to customers, identifying customers, developing new services, sustaining and growing current customer use of GSA's services, being responsive to customer concerns, and managing customer service programs, services and projects. "Customers" include internal customers (GSA making use of its own services), external customers (client federal, state, and municipal agencies using GSA's services), and citizens making use of GSA's variety of services. "Vendors" include contractors. For business development, this schedule includes records relating to both customer and vendor development to assure compliance with the Small Business Act and other federal mandates.

Item Count

| Number of Total Disposition Items | Number of Permanent Disposition Items | Number of Temporary Disposition Items | Number of Withdrawn Disposition Items |
|-----------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 5 | 0 | 5 | 0 |

GAO Approval

Outline of Records Schedule Items for DAA-0269-2016-0013

| Sequence Number | |
|-----------------|---|
| 1 | 269.15 Customer Service / Business Development Records |
| 1.1 | 011 – Customer Program Management Records Disposition Authority Number: DAA-0269-2016-0013-0001 |
| 1.2 | 012 – Customer Research and Reporting Records Disposition Authority Number: DAA-0269-2016-0013-0002 |
| 1.3 | 021 – Customer Service Delivery Records Disposition Authority Number: DAA-0269-2016-0013-0003 |
| 1.4 | 022 – Customer Outreach Records Disposition Authority Number: DAA-0269-2016-0013-0004 |
| 1.5 | 031 – Customer Service Vendor (Contractor) Interaction Records Disposition Authority Number: DAA-0269-2016-0013-0005 |

Records Schedule Items

| Sequence Number | | | | | | | | | | | |
|---|--|-------------------|-----------|-------------|--------|-----------------------------|-----|---|----|--------------------------------------|---|
| 1 | <p>269.15 Customer Service / Business Development Records</p> <p>The records in this group concern the fulfillment of GSA's mission of "delivering excellent customer service." Activities under this group include delivering services to customers, identifying customers, developing new services, sustaining and growing current customer use of GSA's services, being responsive to customer concerns, and managing customer service programs, services and projects. "Customers" include internal customers (GSA making use of its own services), external customers (client federal, state, and municipal agencies using GSA's services), and citizens making use of GSA's variety of services. "Vendors" include contractors. For business development, this schedule includes records relating to both customer and vendor development to assure compliance with the Small Business Act and other federal mandates. The records in this group supersede all previously-scheduled GSA record types and complement the General Record Schedule supported for all federal agencies.</p> | | | | | | | | | | |
| 1.1 | <p>011 – Customer Program Management Records</p> <p>Disposition Authority Number DAA-0269-2016-0013-0001</p> <p>This series of records is concerned with creating and managing successful customer service programs. Types of programs included are those for delivering services, conducting research for customer and service needs, and reaching out to customers. Included are planning documents, management decisions and directives, management reports, organizational assignments, correspondence, agreements, and related records.</p> <table> <tr> <td>Final Disposition</td><td>Temporary</td></tr> <tr> <td>Item Status</td><td>Active</td></tr> <tr> <td>Is this item media neutral?</td><td>Yes</td></tr> <tr> <td>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?</td><td>No</td></tr> <tr> <td>GRS or Superseded Authority Citation</td><td> NC1-137-78-002 / 66E1 NC1-137-78-002 / 66A1 NC1-137-78-002 / 66A10 NC1-137-78-002 / 66A11 NC1-137-78-002 / 66A5 NC1-137-78-002 / 66B1 NC1-137-78-002 / 66B5 NC1-137-78-002 / 66D1 NC1-137-78-002 / 66D5 </td></tr> </table> | Final Disposition | Temporary | Item Status | Active | Is this item media neutral? | Yes | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No | GRS or Superseded Authority Citation | NC1-137-78-002 / 66E1 NC1-137-78-002 / 66A1 NC1-137-78-002 / 66A10 NC1-137-78-002 / 66A11 NC1-137-78-002 / 66A5 NC1-137-78-002 / 66B1 NC1-137-78-002 / 66B5 NC1-137-78-002 / 66D1 NC1-137-78-002 / 66D5 |
| Final Disposition | Temporary | | | | | | | | | | |
| Item Status | Active | | | | | | | | | | |
| Is this item media neutral? | Yes | | | | | | | | | | |
| Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No | | | | | | | | | | |
| GRS or Superseded Authority Citation | NC1-137-78-002 / 66E1 NC1-137-78-002 / 66A1 NC1-137-78-002 / 66A10 NC1-137-78-002 / 66A11 NC1-137-78-002 / 66A5 NC1-137-78-002 / 66B1 NC1-137-78-002 / 66B5 NC1-137-78-002 / 66D1 NC1-137-78-002 / 66D5 | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--------------------|---------------------------------------|------------------|--|--------------|--------------|------------------------------|-------------------------|-------------------|-----------|-------------|--------|-----------------------------|-----|---|----|--------------------|--|------------------|-------------------------------|--------------|--------------|------------------------------|-------------------------|
| | <div data-bbox="345 216 659 252" data-label="Section-Header"> <p>Disposition Instruction</p> </div> <div data-bbox="345 275 1461 438" data-label="Text"> <table> <tr> <td>Cutoff Instruction</td><td>Cut off at the end of the fiscal year</td></tr> <tr> <td>Retention Period</td><td>Destroy 6 years after cutoff. Longer retention is authorized if required for statutory or authoritative reasons.</td></tr> </table> </div> <div data-bbox="345 478 656 512" data-label="Section-Header"> <p>Additional Information</p> </div> <div data-bbox="345 535 951 571" data-label="Text"> <table> <tr> <td>GAO Approval</td><td>Not Required</td></tr> </table> </div> <div data-bbox="345 592 1055 627" data-label="Section-Header"> <p>012 – Customer Research and Reporting Records</p> </div> <div data-bbox="345 646 1154 680" data-label="Text"> <table> <tr> <td>Disposition Authority Number</td><td>DAA-0269-2016-0013-0002</td></tr> </table> </div> <div data-bbox="345 699 1510 924" data-label="Text"> <p>This series is focused on the results of research conducted to improve customer services and delivery of services. This includes studies, focus groups, surveys and questionnaires involving customers, trends, satisfaction, products, and service delivery methods. Also included are resulting reports, papers, resource materials, correspondence, publications based on the research conducted and related records.</p> </div> <div data-bbox="345 942 919 1232" data-label="Text"> <table> <tr> <td>Final Disposition</td><td>Temporary</td></tr> <tr> <td>Item Status</td><td>Active</td></tr> <tr> <td>Is this item media neutral?</td><td>Yes</td></tr> <tr> <td>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?</td><td>No</td></tr> </table> </div> <div data-bbox="345 1266 659 1302" data-label="Section-Header"> <p>Disposition Instruction</p> </div> <div data-bbox="345 1325 1510 1455" data-label="Text"> <table> <tr> <td>Cutoff Instruction</td><td>Cut off at the end of the fiscal year when collection is complete.</td></tr> <tr> <td>Retention Period</td><td>Destroy 6 years after cutoff.</td></tr> </table> </div> <div data-bbox="345 1493 656 1526" data-label="Section-Header"> <p>Additional Information</p> </div> <div data-bbox="345 1549 951 1585" data-label="Text"> <table> <tr> <td>GAO Approval</td><td>Not Required</td></tr> </table> </div> <div data-bbox="345 1606 941 1640" data-label="Section-Header"> <p>021 – Customer Service Delivery Records</p> </div> <div data-bbox="345 1659 1154 1692" data-label="Text"> <table> <tr> <td>Disposition Authority Number</td><td>DAA-0269-2016-0013-0003</td></tr> </table> </div> <div data-bbox="345 1711 1485 1898" data-label="Text"> <p>This series concerns records created as a result of interactions with customers while providing services. Examples include call centers, internet-based services, and walk-up services. Included are records of customer transactions, issues and resolutions, customer service activity monitoring reports, correspondence, and related materials.</p> </div> | Cutoff Instruction | Cut off at the end of the fiscal year | Retention Period | Destroy 6 years after cutoff. Longer retention is authorized if required for statutory or authoritative reasons. | GAO Approval | Not Required | Disposition Authority Number | DAA-0269-2016-0013-0002 | Final Disposition | Temporary | Item Status | Active | Is this item media neutral? | Yes | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No | Cutoff Instruction | Cut off at the end of the fiscal year when collection is complete. | Retention Period | Destroy 6 years after cutoff. | GAO Approval | Not Required | Disposition Authority Number | DAA-0269-2016-0013-0003 |
| Cutoff Instruction | Cut off at the end of the fiscal year | | | | | | | | | | | | | | | | | | | | | | | | |
| Retention Period | Destroy 6 years after cutoff. Longer retention is authorized if required for statutory or authoritative reasons. | | | | | | | | | | | | | | | | | | | | | | | | |
| GAO Approval | Not Required | | | | | | | | | | | | | | | | | | | | | | | | |
| Disposition Authority Number | DAA-0269-2016-0013-0002 | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Disposition | Temporary | | | | | | | | | | | | | | | | | | | | | | | | |
| Item Status | Active | | | | | | | | | | | | | | | | | | | | | | | | |
| Is this item media neutral? | Yes | | | | | | | | | | | | | | | | | | | | | | | | |
| Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No | | | | | | | | | | | | | | | | | | | | | | | | |
| Cutoff Instruction | Cut off at the end of the fiscal year when collection is complete. | | | | | | | | | | | | | | | | | | | | | | | | |
| Retention Period | Destroy 6 years after cutoff. | | | | | | | | | | | | | | | | | | | | | | | | |
| GAO Approval | Not Required | | | | | | | | | | | | | | | | | | | | | | | | |
| Disposition Authority Number | DAA-0269-2016-0013-0003 | | | | | | | | | | | | | | | | | | | | | | | | |

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|-----|--|---|
| 1.4 | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | GRS or Superseded Authority Citation | NC1-269-80-012 / 20B40/b NC1-269-80-012 / 20B5 |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year. |
| | Retention Period | Destroy 3 years after cutoff. |
| | Additional Information | |
| | GAO Approval | Not Required |
| | 022 – Customer Outreach Records | |
| | Disposition Authority Number | DAA-0269-2016-0013-0004 |
| | This series concerns records created as a result of reaching out to customers and prospective customers internal and external to GSA. Examples include email outreach campaigns, booths at conferences, and hosting special events to meet customers in person. When these activities are part of a formal relationship with vendors, the records are part of the Vendor (Contractor) Interaction Records. Included are records of regularly occurring outreach activities, special promotions, outreach planning, surveys, communications, agreements, correspondence, and related materials. | |
| | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | GRS or Superseded Authority Citation | NC1-269-80-012 / 20B20 NC1-269-80-012 / 20B25 |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year. |
| | Retention Period | Destroy 3 years after cutoff. |

| | | |
|-----|---|---|
| 1.5 | Additional Information | |
| | GAO Approval | Not Required |
| | 031 – Customer Service Vendor (Contractor) Interaction Records | |
| | Disposition Authority Number | DAA-0269-2016-0013-0005 |
| | This series concerns formal interactions with vendors/contractors in the course of providing and planning customer service. Included are records of vendor meetings, workshops, site visits, forums, conferences, recommendations and guidance provided by vendors, correspondence with vendors related to formal customer service activities and records of coordinated service and outreach activities with vendors. Also included are records created in response to policy and programs associated with qualifying vendors and contractors and marketing available opportunities and related records. | |
| | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | GRS or Superseded Authority Citation | NC1-269-80-012 / 20B1 NC1-269-80-012 / 20B10 NC1-269-80-012 / 20B15 NC1-269-80-012 / 20B60 NC1-269-80-012 / 20B50 |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year. |
| | Retention Period | Destroy 3 years after cutoff. |
| | Additional Information | |
| | GAO Approval | Not Required |

Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

| Date | Action | By | Title | Organization |
|------------|---------------------------|------------------|--|---|
| 05/11/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 10/28/2016 | Return for Revisio n | Lloyd Beers | Appraisal Archivist | National Archives and Records Administration - ACNR Records Management Services |
| 11/01/2016 | Submit For Certific ation | David Simmons | Knowledge Manage ment Specialist | Public Buildings Service - All os Region 5 GSA |
| 11/02/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 01/13/2017 | Return for Revisio n | Lloyd Beers | Appraisal Archivist | National Archives and Records Administration - ACNR Records Management Services |
| 01/18/2017 | Submit For Certific ation | David Simmons | Knowledge Manage ment Specialist | Public Buildings Service - All os Region 5 GSA |
| 01/18/2017 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 03/22/2017 | Submit for Concur rence | Rachel BanTonkin | Supervisor, ACNR A ppraisal Team 1 | National Archives and Records Administration - Records Management Services |
| 03/23/2017 | Concur | Margaret Hawkins | Director of Records Management Servic es | National Records Management Program - ACNR Records Management Services |

| | | | | |
|------------|---------|------------------|---|--|
| 03/23/2017 | Concur | Margaret Hawkins | Director of Records Management Services | National Records Management Program - ACNR Records Management Services |
| 03/27/2017 | Approve | David Ferriero | Archivist of the United States | Office of the Archivist - Office of the Archivist |

Executive Summary

Summary

General Services Administration requests disposition authority for their Customer Service and Business development records. These records document the management and delivery of customer service programs and business development. These records have temporary value because they have previously been approved as temporary and do not document significant actions of Federal officials.

Permanent Item Numbers

Federal Register Notice

Required

Publication Date

2016-07-27

Copies Requested

0

Comments Received

0

Request for Records Disposition Authority

Records Schedule Number DAA-0352-2016-0001

Schedule Status Approved

Agency or Establishment General Services Administration

Record Group / Scheduling Group Records of the Information Resources Management Service

Records Schedule applies to Agency-wide

Schedule Subject 352 - Information Technology Hosting and Shared Services to Other Agencies

Internal agency concurrences will be provided No

Background Information GSA supports a variety of information technology hosting and shared services to other agencies. Such activities include providing research and standards for agency contract development, conducting source selection or technical evaluations as part of a contract source selection, identifying technologies and vendors to provide those technologies (FAS Schedule 70), creating and supporting national technology standards and specifications, and contracting to provide both information hosting and IT shared services. Additionally, GSA manages, on behalf of all agencies websites, hosts authoritative information resources (such as the FAR, FTR, and FMR), and web information for the general public and other agencies (gsa.gov, data.gov, fed.gov, etc.) . This record group has undergone many transformations. Telecommunications services has been transferred to RG 137, and a division was made between IT services to GSA (269.7) and those services provided outside of GSA (RG 352).

Item Count

| Number of Total Disposition Items | Number of Permanent Disposition Items | Number of Temporary Disposition Items | Number of Withdrawn Disposition Items |
|-----------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 5 | 0 | 5 | 0 |

GAO Approval

Outline of Records Schedule Items for DAA-0352-2016-0001

| Sequence Number | |
|-----------------|---|
| 1 | 352.1 - Information Technology Services to Other Agencies |
| 1.1 | 011 – Interagency IT Service Agreement Records Disposition Authority Number: DAA-0352-2016-0001-0001 |
| 1.2 | 021 – Interagency IT Hosting and Shared Services Program Records Disposition Authority Number: DAA-0352-2016-0001-0002 |
| 1.3 | 031 – IT Universal Standards and Specifications Disposition Authority Number: DAA-0352-2016-0001-0003 |
| 2 | 352.2 – Information Hosting Records |
| 2.1 | 011 - Publicly-posted Information Disposition Authority Number: DAA-0352-2016-0001-0004 |
| 2.2 | 012 – Information Service Program Management Records Disposition Authority Number: DAA-0352-2016-0001-0005 |

Records Schedule Items

| Sequence Number | |
|-----------------|--|
| 1 | <p>352.1 - Information Technology Services to Other Agencies GSA Supports a variety of Information Technology Services to federal agencies. Such services include hosting an email service, providing secure communications services (COMSEC), publishing federal IT standards and specifications, providing contact centers to support a given technology, assisting in the compilation of common services for federal agencies. Formerly referred to as “ADP” or “automated data processing” services, this has been renamed to “Information Technology” services to encompass the variety of platforms, technologies, and software that are brought to bear on this function.</p> |
| 1.1 | <p>011 – Interagency IT Service Agreement Records</p> <p>Disposition Authority Number DAA-0352-2016-0001-0001</p> <p>This series of records is focused on the arrangements, service level agreements, and terms used to supply IT services to non-GSA clients. Such records include IT Service Agreements, Service Level Agreements (SLAs), Authority to Operate (ATO) Memorandums, Memorandums of Understanding or Agreement, delegations of authority, modifications, correspondence, and related records.</p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No</p> <p>GRS or Superseded Authority Citation NC1-352-83-001 / 27D10</p> <p>Disposition Instruction</p> <p>Cutoff Instruction Cut off at the end of the fiscal year when the agreement is terminated/expired.</p> <p>Retention Period Destroy 10 years after cutoff.</p> <p>Additional Information</p> <p>GAO Approval Not Required</p> |
| 1.2 | <p>021 – Interagency IT Hosting and Shared Services Program Records</p> <p>Disposition Authority Number DAA-0352-2016-0001-0002</p> |

This series of records is concerned with setting up, managing, and closing down information technology services, shared services, or contact centers for non-GSA clients. Records include reference and resource documentation used to support the service, contact center transactions and reports and recommendations, correspondence, and related records. Examples of such services include COMSEC (Communication Security) services, IT equipment and software purchasing services, and other IT service contact center services provided to other Federal, state or local government agencies.

Final Disposition

Temporary

Item Status

Active

Is this item media neutral?

Yes

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?

No

GRS or Superseded Authority Citation

NC1-352-81-002 / 27D55
NC1-352-81-002 / 27D1/a
NC1-352-81-002 / 27D5/a
NC1-352-81-002 / 27D5/b
NC1-352-81-002 / 27D15
NC1-352-81-002 / 27D20/a
NC1-352-81-002 / 27D20/b
NC1-352-81-002 / 27C1
NC1-352-81-002 / 27D25
NC1-352-80-001 / 55F1/a/1
NC1-352-80-001 / 55F1/a/2
NC1-352-80-001 / 55F1/b/2
NC1-352-80-001 / 55F5
NC1-352-80-001 / 55F20/b
NC1-352-80-001 / 55F45
NC1-352-80-001 / 55F50
NC1-352-80-001 / 55F55
NC1-352-80-001 / 55F60
NC1-352-80-001 / 55F65/a
NC1-352-80-001 / 55F65/b
NC1-352-80-001 / 55F70
NC1-352-80-001 / 55F75
NC1-352-80-001 / 55F80/a
NC1-352-80-001 / 55F80/b
NC1-352-80-001 / 55F85/a/1
NC1-352-80-001 / 55F85/a/2
NC1-352-80-001 / 55F85/d/1
NC1-352-80-001 / 55F85/d/2
NC1-352-80-001 / 55F85/f

NC1-352-80-001 / 55F90/a
NC1-352-80-001 / 55F90/b
NC1-352-81-002 / 27D1/b
NC1-137-78-003 / 62A20
NC1-137-82-001 / 63A10
NC1-352-81-002 / 27E1
NC1-352-81-002 / 27E5
NC1-352-81-002 / 27E10/a
NC1-352-81-002 / 27E10/b
NC1-352-81-002 / 27E15
NC1-352-81-002 / 27E40
NC1-352-81-001 / 55I55
NC1-352-81-002 / 27D30/b
NC1-352-81-002 / 27D30/a
NC1-352-81-002 / 27D35
NC1-352-81-002 / 27D40
NC1-352-81-002 / 27D45
NC1-352-81-002 / 27D50
NC1-352-81-002 / 27E50
NC1-352-80-001 / 55F1/b/1
NC1-352-80-001 / 55F20/a
NC1-352-80-001 / 55F85/c
NC1-352-80-001 / 55F85/e
NC1-352-80-001 / 55F85/g
N1-269-85-001 / 16E5

Disposition Instruction

Cutoff Instruction

Cut off at the end of the fiscal year.

Retention Period

Destroy 5 years after cutoff.

Additional Information

GAO Approval

Not Required

1.3

031 – IT Universal Standards and Specifications

Disposition Authority Number

DAA-0352-2016-0001-0003

This series of records is concerned with the preparation, coordination, approval, maintenance and cancellation of information technology standards and specifications applied in sponsoring interagency IT services. Included are technology “white papers” and studies, lists of approved standards, industry standards and specifications, federally-adopted standards, standards and review committee materials, correspondence, and related records.

Final Disposition

Temporary

Item Status

Active

| | | |
|-----|---|---|
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | GRS or Superseded Authority Citation | NC1-352-81-002 / 27C5/a NC1-352-81-002 / 27C5/b NC1-352-81-002 / 27E25 NC1-352-81-002 / 27E30 |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year when the standard or specification is superseded or no longer needed, or when the committee is disbanded. |
| | Retention Period | Destroy 5 years after cutoff. |
| | Additional Information | |
| | GAO Approval | Not Required |
| 2 | 352.2 – Information Hosting Records | |
| | This group of records is focused on the information services that GSA provides to others outside of GSA. Examples include Data.gov and USA.gov. Such activities include creating and maintaining web content for both the public and outside the agency, and related records in developing and managing and closing down such a service. | |
| 2.1 | 011 - Publicly-posted Information | |
| | Disposition Authority Number | DAA-0352-2016-0001-0004 |
| | This series consists of content (information and documents) in a variety of formats posted by GSA on agency web sites hosted by GSA, and content posted on, or submitted via, those web sites by the public. Included are static web pages, historically insignificant public dialogues such as forums, surveys, and comment postings, regulatory or statutorily mandated public postings, and related records. This schedule item covers copies of content received from agencies and posted by GSA on the web sites. The record copy of the content (retained by the originating agency) is covered by the records schedules of the agencies that originated the content. The content posted to the web sites by the public is covered by this schedule item. | |
| | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in | No |

| | | |
|-----|--|--|
| 2.2 | electronic format(s) other than e-mail and word processing? | |
| | Disposition Instruction | |
| | Cutoff Instruction | Cutoff at the end of the fiscal year in which the posting becomes superseded, obsolete, or canceled. |
| | Retention Period | Destroy 3 years after cutoff. Longer retention is authorized in order to comply with requirements for public posting stipulated by regulation, agency directives, OMB or GAO mandates, or similar authorities. |
| | Additional Information | |
| | GAO Approval | Not Required |
| | 012 – Information Service Program Management Records | |
| | Disposition Authority Number | DAA-0352-2016-0001-0005 |
| | This series of records is concerned with creating and managing an information resource (e.g., Data.gov and USA.gov) for use or reference by the public and/or Federal agencies in carrying out their work. Included are change management decisions, planning documents, promotional materials, review reports, correspondence, and related records. | |
| | Final Disposition | Temporary |
| | Item Status | Active |
| | Is this item media neutral? | Yes |
| | Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? | No |
| | Disposition Instruction | |
| | Cutoff Instruction | Cut off at the end of the fiscal year. |
| | Retention Period | Destroy 3 years after cutoff. Longer retention is authorized if required to comply with requirements set forth in statutes, directives, agreements, contracts, OMB or GAO mandates, or similar authorities. |
| | Additional Information | |
| | GAO Approval | Not Required |

Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

| Date | Action | By | Title | Organization |
|------------|---------------------------|----------------|----------------------------------|---|
| 05/11/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 07/18/2016 | Return for Revisio n | Jeremy Schmidt | Archives Specialist | National Archives and Records Administration - ACRA Appraisal Team 1 |
| 08/02/2016 | Submit For Certific ation | David Simmons | Knowledge Manage ment Specialist | Public Buildings Service - All os Region 5 GSA |
| 08/11/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 08/11/2016 | Return for Revisio n | Jeremy Schmidt | Archives Specialist | National Archives and Records Administration - ACRA Appraisal Team 1 |
| 08/11/2016 | Submit For Certific ation | David Simmons | Knowledge Manage ment Specialist | Public Buildings Service - All os Region 5 GSA |
| 08/12/2016 | Return to Submitte r | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 08/12/2016 | Submit For Certific ation | David Simmons | Knowledge Manage ment Specialist | Public Buildings Service - All os Region 5 GSA |
| 08/12/2016 | Certify | Robert Smudde | National Records Of ficer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 10/20/2016 | Return for Revisio n | Jeremy Schmidt | Archives Specialist | National Archives and Records Administration |

| | | | | |
|------------|--------------------------|------------------|--|--|
| | | | | - ACRA Appraisal Team 1 |
| 10/24/2016 | Submit For Certification | David Simmons | Knowledge Management Specialist | Public Buildings Service - All os Region 5 GSA |
| 10/24/2016 | Certify | Robert Smudde | National Records Officer | Office of the Chief Information Officer - Office of Policy and Compliance |
| 04/06/2017 | Submit for Concurrence | Jeremy Schmidt | Archives Specialist | National Archives and Records Administration - ACRA Appraisal Team 1 |
| 04/19/2017 | Concur | Margaret Hawkins | Director of Records Management Services | National Records Management Program - ACNR Records Management Services |
| 04/19/2017 | Concur | Margaret Hawkins | Director of Records Management Services | National Records Management Program - ACNR Records Management Services |
| 04/20/2017 | Approve | David Ferriero | Archivist of the United States | Office of the Archivist - Office of the Archivist |

Executive Summary

Summary

General Services Administration requests disposition authority for records related to information technology hosting and shared services provided for agencies, including agreements; management, operations and standards development files; and publicly-posted web content for agencies. These records have temporary value because they have little or no research value.

Permanent Item Numbers

Federal Register Notice

Required

Publication Date

2016-09-28

Copies Requested

1

Comments Received

0